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ABSTRACT

The document describes the services offered by the Chicago Goodwill Rehabilitation Center. A brief, general description of the goals and activities is provided for each of the following services: personal and vocational evaluation of clients, community and job placement, vocational orientation and exploration, counseling and psychotherapy, social services, work adjustment and work readiness training, remedial and vocational education, manual communication, job-seeking skills, and residential and referral services. Specific areas are listed and brief course content summaries are provided for job skills training in the vocational education program. (NJ)

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REHABILITATION SERVICES PROGRAM

ED124779

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INTRODUCTION

Today's requirements for a more dynamic and challenging leadership in the field of rehabilitation has brought Chicago Goodwill Rehabilitation Center to the following realizations:

1. The needs of the handicapped population, particularly among the disavantaged, has rapidly changed.
2. Characteristics of people needing rehabilitation services today are vastly different and more complex than they were just a few years ago.
3. Today's labor market calls for a more intensive preparation of the handicapped and disadvantaged individual for steady employment.

The Goodwill Rehabilitation Center is reaching for tomorrow with a new design. No longer can it accept a mere refurbishing of old concepts. Its new program is:

innovative. . .

challenging. . .

scientific. . .

responsive. . .

The following pages describe the Goodwill Rehabilitation Center Program as it has developed to date. However, additional programs and projects are being designed which will provide improved services to current clients and reach out to those disadvantaged persons currently not being served.

In an abbreviated form, the Chicago Goodwill Rehabilitation Center program is bold . . . imaginative . . . and challenging. It provides for a conservation of all the good residing in the past and present experiences. But, more importantly, it addresses itself to the requirements of tomorrow - vast areas of

human needs about which all of us will need to be truly concerned and involved. It calls for a new knowledge, sensitivity, and dedication. It provides for a great rehabilitation program in the heart of a national geographic center. It will open new doors of opportunity and meaningful life for the disadvantaged and disabled.

- - IT IS GOODWILL AT ITS BEST - -

GENERAL PRINCIPLES

Chicago Goodwill Rehabilitation Center provides services for the physically, mentally and emotionally disabled as well as the socially disadvantaged.

The goal of the vocational rehabilitation program is to render the individual employable in competitive industry.

POPULATION SERVED

The rehabilitation program is designed to serve the mentally ill, mentally retarded, socially disadvantaged and persons with physical disabilities. The majority of clients served have multiple handicaps.

The age range for the rehabilitation clients is between 16 and 60 years of age, with a median age of 38 years.

REFERRAL AND INTAKE

There are essentially three sources of referral to the Goodwill program. These are listed as follows:

1. Agencies serving the vocationally handicapped may refer individuals to the Chicago Rehabilitation program. Some agencies such as the Illinois State Division of Vocational Rehabilitation, the Federal Disability Program, the Work Incentive Program, the Veterans Administration, the Department of Mental Health, the Concentrated Employment Program and SER - Jobs For Progress have contracts and agreements with Chicago Goodwill Rehabilitation Center. In the case of these agencies, the referral procedures are described in the contract. Other agencies may refer clients even though a contract does not exist. In such a case, the agency should call or write to the:

   Director of Rehabilitation
   Goodwill Rehabilitation Center
   120 South Ashland Boulevard
   Chicago, Illinois 60607
   Telephone: 312-738-3860

2. Self referrals by vocationally handicapped individuals who apply at the Rehabilitation Department.

3. Outreach to clients by which Goodwill utilizes community action centers as intake offices.

Experience has shown that the needs of the client are best met through the utilization of a rapid intake process. After a brief interview, which is primarily designed to establish the need for vocational rehabilitation services, the client is usually immediately started in the program.

PROGRAM OF SERVICES

Chicago Goodwill's Vocational Rehabilitation Center provides the following services:

Intensive Evaluation

Vocational Evaluation

Vocational Orientation and Exploration

Counseling and Psychotherapy

Social Service

Work Adjustment Training

Remedial Education

Manual Communications Training

Vocational Education

Work Readiness Training

Job Seeking Skills Training

Job Placement Services

Industrial Adjustment Counseling

Residential Services

Referral Services

The various services are described in general terms as follows. A particular individual may need one or more of the services depending on his individual circumstances.

Intensive Evaluation *(1 to 2 weeks)*

The purpose of the intensive evaluation program is to provide a rapid, in-depth evaluation of the individual's basic abilities and the quantification and qualification of the client's vocational handicaps. This is accomplished through the use of the following diagnostic techniques:

1. Social-vocational interview

   To provide an overall view of the client's perception of himself and his problems, the effect of his family upon vocational rehabilitation and the client's knowledge of the world of work and employer expectancies.

2. Medical examination

   Evaluates the client's physical condition primarily in regard to the demands and working conditions of various jobs.

3. Psychological examination

   Testing in the areas of intellectual ability, achievement, interests, and personality.

4. Ergometric Testing

   A unique type of testing developed at Chicago Goodwill that utilizes special equipment to measure the individual's basic work-related abilities. The client's unique pattern of abilities are then matched against the demands of thousands of jobs in competitive industry in order to determine those for which the client is most qualified.

5. Job Sample Testing

Employs simulated or real samples of jobs to quickly determine the client's ability to perform certain specific jobs. The Singer-Graflex system is utilized as part of this step.

6. Physical capacities examination

Measures the client's ability for such physically demanding tasks as walking, climbing stairs, stooping, lifting, etc.

7. Sensory examination

Specific evaluation of the client's visual acuity through the use of the Bausch and Lomb Ortho-rater and hearing through the use of audiological evaluation equipment with the testing conducted in a sound-proof booth.

8. Behavioral Observations

The client's behavior is observed in a wide variety of situations such as during the interview, in testing and social situations.

Upon completion of the intensive evaluation, the vocational evaluator relates the above information to jobs which exist in industry in order to determine those for which placement is most feasible.

Vocational Evaluation (4 to 9 weeks)

The vocational evaluation is broader in scope than the intensive evaluation.

The primary addition of services in the vocational evaluation is that of a job tryout. The client is placed in one or more of the many jobs available within Goodwill for evaluation purposes or placed into competitive community evaluation stations that may not be available at Goodwill.

Clerical & Office

Clerk Typist
Dictaphone Secretary
File Clerk
Mail Messenger
Medical Receptionist
Secretary
Statistical Clerk
Switchboard Operator
Testing Clerk

Food Services

Assistant Cook
Counter Attendant
Grill Man
Kitchen Helper
Waitress
Dish Washer

Maintenance

Building Services

Printing

Multilith Operator
Addressograph
Collator
Multiple Copier

Sales

Assistant Store Manager
Cashier
Sales Clerk

Textiles

Drycleaner
Laundryman
Power Machine Operator
Seamstress
Shirtpresser
Steampresser

Transportation

Dispatcher
Inventory & Distribution Clerk
Lift-Truck Driver
Route Clerk
Shipping & Receiving Clerk
Truck Helper
Truck Driver

Upholstery

Custom Upholsterer
Upholstery Assembler

Spray Paint

Industrial Spray Painting
Sanding
Grinding

Community Placements

When appropriate clients will be placed outside of Goodwill in competitive situations to assist the client and the staff to arrive at realistic vocational decisions.

The purpose of job tryouts whether it is within Goodwill or within the competitive community is threefold.

1. To more accurately measure the client's ability to perform an entire job as it exists in competitive industry.

2. To allow the client to test his own interest in a particular job.

3. To better evaluate the client's ability to relate to supervisors and co-workers in a particular job.

Another important way of utilizing the vocational evaluation program is to measure the client's response to various remedial and therapautic procedures prior to initiating a more extensive program.

The counselor examines the client's vocational handicaps to determine those which may be alleviated by treatment and those which are permanent. Depending upon the results of the intensive evaluation, the individual may be recommended for:

WORK ADJUSTMENT

VOCATIONAL SKILLS TRAINING

DIRECT PLACEMENT INTO INDUSTRY

FURTHER EDUCATION

NO FURTHER VOCATIONAL REHABILITATION SERVICES

Vocational Orientation and Exploration

Vocational orientation and exploration are provided so that the client can be more acquainted with the competitive labor market. Many techniques are used here - films from industry, slide tape preparations, our vocational library is made available to him and we also utilize the Singer-Graflex Vocational Evaluation System as an orientation tool. These and many other techniques are used to help broaden the client's concepts of the world of work.

Counseling and Psychotherapy

Counseling and psychotherapy are provided for the client from the time of initial referral until after placement in competitive employment.

Depending upon the client's individual needs, the counseling is either individual or group and varies in depth and intensity. The counseling process can range from guidance to intense psychotherapy as long as it is within the framework of the following major objectives relating to "work personality" development and symptom removal.

1. Motivating the individual for rehabilitation services by showing him that his personal needs can be best fulfilled through productive work.
2. Assisting the client in organizing and verbalizing his interests.
3. Providing feedback to the client in regard to his abilities.

4. Helping the individual to reconcile his interests and abilities

5. Providing the client with the information to achieve his vocational choice.

6. Helping the client to relate well to supervisors and co-workers.

7. Helping the client resolve any emotional or psychological conflicts which impede or impair the client's "work personality" from adequately functioning.

Social Service

Throughout the person's stay at Goodwill or during the phases of industrial adjustment counseling, the client will receive social services as needed. These may include such things as family counseling, obtaining medical or dental services, helping the client to obtain suitable housing if not in the Goodwill supervised residential facility, budgeting and financial planning, etc.

Work Adjustment Training (4 to 26 weeks)

On the basis of the previous recommendations from the intensive and/or vocational evaluation programs, the individual may enter a work adjustment program. A broad classification of those who can profit from work adjustment training are as follows:

1. Individuals having no opportunity to identify with a significant work role and considered vocationally isolated.

2. Individuals with negative reactions to certain aspects of the work environment.

3. Individuals whose work behaviors are at variance with the vocational pattern of a good worker.

4. Individuals whose work history reflects an inability to adapt to work or retain employment.

5. Individuals in need of a transitional phase between sheltered environment and entry into competitive employment.

6. Individuals with a low physical and/or psychological tolerance who need conditioning.

Prior to entrance into the work adjustment training program, specific goals must be determined for the client. These goals may involve the change of specific types of behavior which could not be acceptable in regular industry. However, before a person is enrolled into a work adjustment training program, the following pre-requisites are essential:

1. The client must have an understanding of the program and make a commitment to involvement in this activity.

2. A contract or commitment for a period of not less than four weeks of training.

3. Medical department approval of activities.

4. Vocational evaluation of realistic capabilities as well as barriers to the person's employability.

5. Comprehensive disability evaluation including psychometric examination and case work study where indicated.

Some latitude in these pre-requisites may be permitted where the referring agency can make available to Goodwill Rehabilitation Center the sufficient psychological evaluation case histories, and vocational background information to define the vocational adjustment program and the goals for the person.

Staff of the Rehabilitation Department of Goodwill will be responsible for the following services within the program:

1. Orientation of the client to his new work setting and the work adjustment training program.

2. Interpret continually the client's adjustment goals and problems as they arise and are expressed in the rehabilitation center.

3. Provide a realistic situation and assist the client in adapting to these conditions as he might be expected to do in a competitive setting.

4. Interpret work standards and goals of production to the client.

5. Provide private counseling sessions regarding the client's problems of adjusting to work settings.

6. When needed, provide weekly group counseling sessions to assist the client in relating work adjustment experiences to realities of the work world.

7. Provide specific tasks in the training areas which may facilitate the greatest degree of social and vocational adjustment.

8. Record observations and findings related to the client's performance and behavior within the training setting to provide a continual record of client's progress.

9. Consult with the agency representatives or other staff involved with the client's program.

10. Participate in planning of subsequent services to the client through various techniques such as reporting, staffings, conferences, or other related methods.

In general, work adjustment training covers the following areas 1) attendance; 2) aptitude; 3) self-concept, 4) maturity; 5) motivation; 6) production; 7) quality of work; 8) physical and psychological tolerance; 9) improvement noted and 10) level of employability.

Upon successful completion of the work adjustment program, the client may be placed directly into competitive employment, recommended for continued education, or continued in a job training program.

Remedial Education

The remedial education program will be included in the training program according to the needs of the individual client and the requirements of the job for which he is being trained. The remedial education program is individualized. The period of instruction may be from two to six months.

This instruction may cover both reading and mathematics, and is related very closely to the individual's vocational objectives and needs of everyday life.

There are three different levels of remedial reading. The classes meet Monday through Friday, one hour each day. These three levels are designed to meet the needs of all the clients at different levels of reading competancy.

There are two planned levels of math instruction: Elementary and High School refresher course. The Elementary course is currently being taught, while the High School refresher course is still in the formative stage.

During the remedial education program, the following aids to daily living will be taught:

Comprehension

Vocabulary

Oral and Written Reporting

Addition and Subtraction

Multiplication and Division

Filling out employment applications

Budgeting

Reporting Income Tax

Understanding Leases and Contracts

Reading and understanding employees handbooks

Manual Communication

The manual communications program is designed to produce or improve the manual communication techniques for the deaf-blind. Training is individualized and run from a period of two to six months. During the manual communication training program, the following skills are taught:

Writing -Signing

Comprehension

Vocabulary

Addition, Subtraction, Multiplication and Division

Vocational Education (7 to 51 weeks)

This program is designed to teach the student a specific occupational skill which will render him employable in competitive industry. During this program, the student's performance is evaluated regularly by the vocational counselor and the skill instructor. The emphasis throughout the intensive job skills training program is placed upon:

1. The acquisition of specific occupational skills in a regular work situation.
2. Developing speed and accuracy.
3. Developing work tolerances.
4. Safety procedures and attitude .

The specific areas and course content summaries for job skills training are as follows:

Clerical & Office

Clerk Typist (16 weeks)

Office conduct, filing, typing manual and electric, proper business English, proper telephone usage, business machine operation;

Transcribing Secretary (40 weeks)

office conduct, filing, typing, proper business English, proper telephone usage, business machine operation, dictaphone operation, special secretarial duties;

File Clerk (7 weeks)

office conduct and relation, filing, alphabetical-numerical-subject-geographic-cross-reference-chronological;

Mail Messenger (12 weeks)

office conduct, mail sorting, postage, wrapping parcels, post office forms, messenger service, overseas packages;

Medical Receptionist (26 weeks)

office conduct, professional etiquette filing, typing, proper business English, record keeping, medical reception, instrument sterilization:

Secretary (51 weeks)

office conduct, filing, typing, proper telephone usage, proper business English, business machine operation, dictaphone, shorthand, special secretarial duties;

Statistical Clerk (25 weeks)

office conduct, filing, typing, calculator operation, data collection basic statistics, desk computer operation and programming;

Testing Clerk (26 weeks)

ethical practices, filing, typing, calculator operation, test administration, behavioral observations, normative data, basic statistics;

Electro-Mechanical

Electric Assembly (12 weeks)

utilization of tools, soldering, color coding, circuit tracing;

Food Services

Assistant Cook (38 weeks)

sanitation, operation of equipment, preparation of sandwiches, beverages, soups, vegetables, salads, entres, breads and pastries;

Counter Attendant (14 weeks)

meeting the public, sanitation, counter set-up, serving food, salad preparation, food preparation;

Grill Man (12 weeks)

sanitation, meeting the public, taking food orders, fry-cook, cashiering;

Kitchen Helper (10 weeks)

meeting the public, sanitation, table service, dishwashing machine operation, stockroom;

Salad Girl (16 weeks)

sanitation, preparation of salads and dressing, sandwiches, preparation of simple desserts;

Waitress (14 weeks)

sanitation, meeting the public, sales checks, serving food;

Maintenance

Building Services (14 weeks)

equipment, tools and supplies, types of flooring, types of furnishings, large area cleaning, office cleaning, washroom cleaning, safety, minor repairs;

Printing

Multilith Operator (16 weeks)

tools and equipment, 1250 multilith operation, two-color printing, triple copier, addressograph machine operation and collater;

Sales

Assistant Store Manager (30 weeks)

cashiering, record keeping, merchandising, sales analysis, supervision, general sales procedures, displays, customer relations;

Cashier (16 weeks)

ringing sales, change making, over-ring procedures, customer relations, record keeping;

Sales Clerk (12 weeks)

cashiering, writing sales tickets, displays, customer relations;

Retail Store Shipping and Receiving Clerk (16 weeks)

receiving, checking and mailing merchandise, safety of handling merchandise and equipment, principles of pricing, marking, and inventoring merchandise.

Spray Paint

Spray Paint (16 weeks)

equipment operation and maintenance, surface preparation, types of finishes, hand trimming, commercial decorating;

Textiles

Drycleaner (15 weeks)

equipment operation and maintenance, solvents, fabrics, spotting; spotting;

Power-Sewing Machine Operator (18 weeks)

tools and equipment, fabrics and threads, single needle, special needle, drapes;

Seamstress (30 weeks)

equipment operation, fabrics, threads, clothing, design, spotting, patterns, fitting, hand sewing, single needle sewing, sewing machine attachments;

Shirtpresser (15 weeks)

equipment operation, fabrics, shirt pressing, steam pressing, shirt folding;

Steampresser (15 weeks)

equipment operation, fabrics, wearing apparel pressing, ironing, spotting, wool finishing, silk finishing;

Transportation

Truck Driver Training (16 weeks)

rules of the road, safety, equipment operation and maintenance, driving techniques, loading, field training;

Truck Helper (12 weeks)

equipment, safety procedures, freight handling, truck loading, bills of lading, record keeping;

Upholstery

Custom Upholstery (48 weeks)

equipment operation, fabrics and materials, stripping furniture, wood and metal repair, wood finishing, webbing and spring tying, sewing, cutting and fitting, flatwork, finishing, estimating;

Upholstery Assembly (14 weeks)

equipment operation, fabric and materials, chrome chair assembly, cushion filling, webbing and spring tying;

Work Readiness Training

Work readiness training is designed and utilized at Goodwill to help prepare the client to gain and hold a job. Areas of concern are: Attitude, dress, demeanor, interviewing techniques, completion of application forms, development of resumes, and behavior on the job.

Various techniques are used. Prepared tapes for listening and discussion video taping of job interviews involving the client, discussion of these tapes, group discussions regarding jobs, group discussions with clients who have received and are holding jobs, group discussion with clients who have not received jobs or who have been turned down. The goal here is to build upon the job skills that have been learned, add to the work skills and a review of the work skills having been learned in work adjustment training.

Job Seeking Skills

The job seeking skills program is a systematic approach teaching clients how to look for work independently and successfully. It utilizes prepared video tapes, prepared slides, group discussions, plant interviews and individual conferences. The goal here is to help the client become independent of agency assistance in finding jobs within his job skills.

Job Placement Services

Job placement is the focal point of the rehabilitation program. Therefore, the Goodwill Rehabilitation Center assures placement for every client successfully completing the rehabilitation program. Upon completing his training program, the Goodwill Rehabilitation Center Job Placement Counselor provides the guidance, help and support required to finding and retaining jobs in

competitive industry. The job placement counselor works not only with the students but also with prospective employers in helping them to understand the capacities and limitations of the various clients. They also assist the employer in locating those jobs that may be filled by Goodwill graduates. After placement in competitive industry, the job placement counselor maintains a follow-up with the graduate and his new employer to assist them in resolving any problems which may arise.

Business and Industrial Resources Specialists

Business and Industrial Resources Specialists is a new service and consulting program providing liaison between business, industry, and social service agencies. BIRS was established to provide consultant services to private companies with training programs for the hard-core or disadvantaged employees. It provides MDTA consultation, proposal program development and execution, deployment of people into these programs, long-term and on-going relationship with industry for consulting and counseling purposes, follow-up study of drop outs and rerouting them into other existing programs.

Residential Services

Goodwill maintains a close contact with the Duncan YMCA, located directly across the street from the facility, and through this facility can provide rooms for clients coming in from outside the area. Unfortunately, those rooms are not equipped in all instances to handle the severely handicapped and in these instances, we will make every effort possible to locate other housing accommodations.

Referral Services

The Goodwill Rehabilitation Center readily recognizes that it cannot provide all of the services necessary for all clients. We therefore maintain a large file of training agencies, sheltered workshops, treatment facilities, and action programs to which we readily refer clients who are in need of additional services. In all instances, the referring agency is advised of our plans prior to the referral being made.